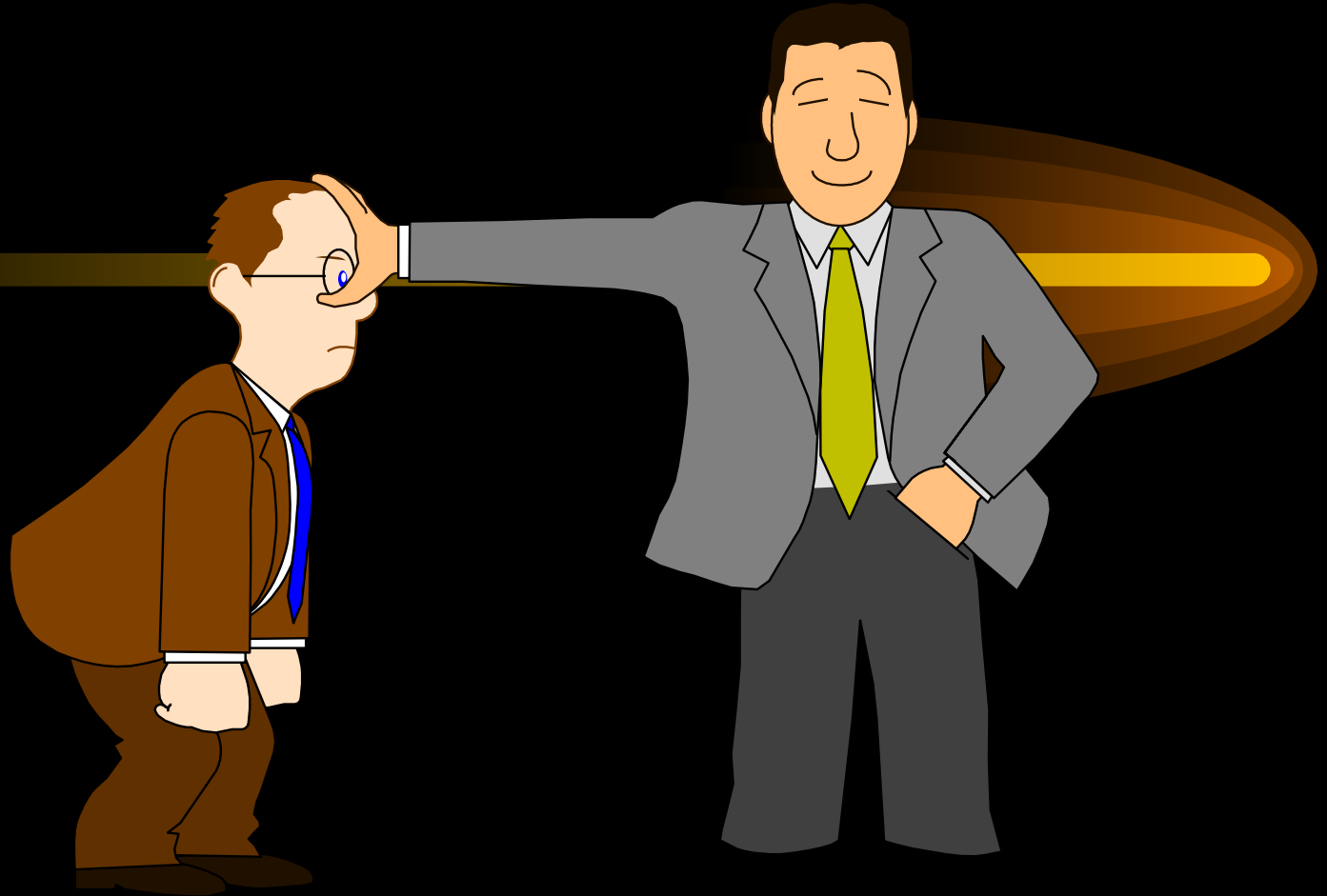


CONFLICT MANAGEMENT



Overview



- Nature
- Negative
- Levels
- Sources
- Negative Factors
- Positive Factors
- Methods of Managing

The Nature of Conflict

- Conflict is inevitable in any group that is together for any length of time.
- Different people will have different viewpoints, ideas, and opinions.
- Conflict occurs whenever there is no internal harmony within a person, or whenever there is a disagreement or dispute between individuals.

Negative Connotations

- Getting angry is a waste of time
- They won't understand me
- I'm afraid of the consequences
- Confrontation is unprofessional
- They will only counter my argument

Levels of Conflict



- Intrapersonal Conflict
- Interpersonal Conflict
- Intragroup Conflict

Sources of Conflict



- Different Values and Beliefs
- Role Pressure or Clarification
- Perception Differences
- Diverse Goals or Objectives
- Group Status or Identity
- Race, Ethnicity, or Gender Differences

Sources of Conflict



- Personality Clash
- Limited Resources
- Disagreements on how things should be done
- Personal, Self, or Group Interest
- Tension and Stress
- Power and Influence

Negative Factors of Conflict



- Diverts attention from important issues
- May damage morale
- May cause polarization
- Reinforces differences in values
- Produces regrettable behaviors

Positive Factors of Conflict



- Stimulates Interest
- Forum for discussions
- Increases cohesiveness
- Promotes change
- Provide means to work together

Methods for Managing Conflict



- Denial or Avoidance
- Suppression
- Power or Dominance
- Third Party Intervention
- Compromise or Negotiation
- Integration or Collaboration

Summary



- Nature
- Negative Connotations
- Levels
- Sources
- Negative Factors
- Positive Factors
- Methods of Managing